

Wyoming Relay
June 2016 – May 2017
Complaint Log Summary

June 2016-May 2017

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
763240	2/24/2017	55	Customer reported being unable to place long-distance calls from the CapTel 840 Plus telephone in 1-Line PTSN mode.	6/14/17	Initially Customer Service attributed the problems to the customer's carrier of choice not being registered properly. The customer was advised to contact her telephone service provider (CenturyLink) for assistance with verifying the correct long distance information. She was also advised to report to her provider that her long distance service was not working. Customer Service was unable to reach the customer to follow up. A letter was sent and the ticket was closed. The customer contacted the state agency on 4/11/2017 to report she was still unable to make long distance calls. The customer had contacted her provider and the provider confirmed long distance was on the account. Onsite trouble shooting by the state agency on 4/29/2017 resulted in another call to a CapTel Customer Service representative who confirmed that the customer was able to make local captioned calls successfully, but long-distance captioned calls were failing. Customer Service representative escalated the detail to a telecom technical expert who investigated. An adjustment was made on the network to allow the processing of the customer's captioned long-distance calls. This resolved the matter.

Total Customer Complaints for the 12-month period: 1